

ADDENDUM
TO KANSAS DEPARTMENT OF WILDLIFE AND PARKS
CONTRACT FOR AN
AUTOMATED LICENSING/PERMT ISSUANCE SYSTEM
BY AND BETWEEN
THE ACTIVE NETWORK, INC.
AND
THE KANSAS DEPARTMENT OF WILDLIFE AND PARKS

This Addendum dated this 29th day of March, 2011 by and between The Active Network, Inc., 10182 Telesis Court, Suite 300, San Diego, CA 92121 ("Contractor"), successor in interest to Central Bank, and the State of Kansas, by and through, Kansas Department of Wildlife and Parks ("Department") is provided as a continuation and modification to a CONTRACT FOR AN AUTOMATED LICENSING/PERMIT ISSUANCE SYSTEM BY AND BETWEEN THE CENTRAL TRUST BANK d/b/a CENTRAL BANK AND THE DEPARTMENT originally dated October 12, 2004 and amended on April 28, 2008 and October 16, 2008.

1. As per Section 1.0, Exhibits, Contract Formation: Priorities for Formulation, the following is added and exhibits attached hereto:

<u>Reference</u>	<u>Exhibit</u>	<u>Name</u>
ORMS System Interface	F	
Dept. Social Security Number Scope Proposal	G	
ORMS Customization	H	

All other provisions to Section 1.0 shall remain the same.

2. Section 2.0, Term of the Contract, is hereby revised to the following:

"This Contract, originally executed on October 12, 2004, has been renewed by mutual agreement to extend until December 31, 2015."

3. As per Section 3.1, the following provision is added:

"Contractor shall provide a centralized reservation system hosted at Contractor's New York data center. This system will process all reservation and registration in real time through internet and in park channel. Contractor shall provide weekly data dumps of customer and reservation information to Department in addition to real time access to data".

"Department will migrate from the existing KOALS system to ORMS including hunting and fishing, boater registration and big game draws at a mutually agreeable time prior to 2013."

All other provisions to Section 3.1, shall remain the same.

4. As per Section 3.2, the following provision is added:

"Department's conversion to Contractor's centralized reservation season for the 2011 camping season shall be managed by Contractor implementation staff using our proven Task Force Methodology."

"Training. Contractor will provide Department staff with onsite user training and train the trainer sessions to ensure proficiency with the system for the upcoming camping season. Contractor will provide options to ensure maximum knowledge of the system, including online (instructor-led) interactive Web-based training utilizing WebEx™ and full time Web-based access to a training environment replicating the live system."

All other provisions to Section 3.2 shall remain the same.

5. As per section 4.0, Compensation and Payments, the following provisions should be added:

"The fee shall be \$2.70 for camping transactions through web and field sales channels."

"The fee shall be \$1.50 per transaction made through all contracted sales channels."

"All credit cards transactions shall be processed using Department's merchant services. Credit card fees shall be the responsibility of Department."

All other provisions to Section 4.0, Compensation and Transaction shall remain the same.

6. As per Section 8.1.5., Help Desk, the provision is amended to read as follows:

"Contractor shall provide Department with a highly trained and specialized Help Desk Support team to support any and all system and software related questions. Support shall operate 7 days per week except for New Year's Day and Christmas Day. Help Desk support is provided through standard hours and on-call support to ensure that there is effective and constant access to knowledgeable help who can answer questions and solve problems. Contractor's Help Desk hours for peak season (Memorial Day to Labor Day) shall be 7:00 a.m. – 10:00 p.m. Central Time. Contractor's Help Desk hours for non peak season shall be 7:00 a.m. – 5:00 p.m. Central Time. On-Call Support will always be available in the event the Help Desk is not open. Users who need to report a problem requiring immediate attention after

hours can call the toll-free help desk number and press #1 to promptly connect to the On-Call Manager's cell phone."

7. As per Section 12, Change in Ownership or Subcontractors, Contractor hereby notifies KDWP that Contractor is successor in interest to the Central Trust Bank and Contractor assures KDWP that the permit licensing system will continue to operate at the level of efficiency and effectiveness required for compliance with the Contract.

8. The parties agree to amend the Contract by adding the following provision:

Limitation of Liability. The maximum aggregate liability of the Contractor for claims from the State or any other party for damages arising out of this Contract shall not exceed the following: (a) during the initial two (2) years of the renewal term of the Contract, the amount of \$5,000,000.00; (b) during the third and fourth years of the renewal term of the Contract, the amount of \$10,000,000.00; and (c) during the fifth year of the renewal term of the Contract, the amount of \$15,000,000.00.

This Addendum is effective upon the last signing by a duly authorized representative of the aforementioned parties.

The Active Network, Inc.

Signature: [Signature]
Name/Title: Matthew G. Landa / President
Date: March 29, 2011

Kansas Department of Wildlife and Parks

Signature: [Signature]
Name/Title: Acting Secretary
Date: 2/24/2011



State of Kansas

Signature: [Signature]
Name/Title: DIRECTOR OF PURCHASES
Date: 3/18/2011

Exhibit F

ORMS System Interfaces

Internet Reservation Processing

Contractor shall provide Department Internet reservation services through ReserveAmerica.com. The services to be provided by the Contractor to the Department shall include the following:

- Search Capabilities through:
 - Date – specific, range, day of week, length of stay, etc
 - Type – campsite, cabin, villa, shelter, day use, museum, etc. (as applicable)
 - Map Based –geographic/topographic, drill down, proximity search.
- Trip Planning and learning about Kansas “hidden gem”
- Reading Contractor and/or Kansas State Parks provided content;
- Clicking-through to Kansas approved additional information sources;
- Receiving suggestions based on past stays
- Trip Planning Tools that map out Kansas State Parks along driving routes

Contractor shall provide the following ORMS System Interface

Field Manager

Campground/facility management system designed for field use with a focus on minimizing the effort and time needed to complete field activities, such as check-ins and check-outs.

Finance Manager

The financial and accounting management interface offering full access to all financial information and provides transparency to the financial transactions happening within the system.

Resource Manager

An agency management interface that provides a ‘dashboard’ into all activity managed through the Reservation System, providing for on-demand reporting, a report scheduler and a report builder so that all data is readily accessible (with proper security authorization protocols).

Inventory Manager

A campground inventory management interface providing functionality to build, manage, edit or change park inventory components including maps, open/close schedules, etc, allowing authorized Department staff to review and update inventory information.

Exhibit G

Department Reservation Social Security Number Scope Proposal

Background – In order to comply with child support enforcement, (Kansas Statutes Annotated § 74-139), the Department shall require collection of Social Security Numbers during the camping reservation workflow, and the ability to deny reservations for those with past due child support.

SSN File Load

- Contractor shall provide the facility to load a file (.CSV format) containing SSN details into ORMS. SSN data will be securely updated in the ORMS database. Each import file will contain the entire list of Social Security Numbers for which camping reservations should be denied, and will replace any prior SSN imports.

Walk-Up and Advanced Reservation Workflow

- During the walk-up and advanced reservation workflow (for a “KS” site) at the Call Center (if applicable), via the Public Internet, and at the Park Location, the system will enforce input of a 9-digit number for both a Customer and a Primary Occupant (if different than Customer) with an Address-Country “United States”.
- A notation will be provided in conjunction with the SSN entry field to advise exempt (Amish) customers that reservations with no SSN may only be processed through the telephone sales channel.
 - If a 9-digit number is already stored for the particular Customer or Primary Occupant, the number will not be requested again.
 - The number will be masked with asterisks upon input (*****).
 - To reduce input errors, the system will enforce double-entry of the number, and will verify that both entries match.
 - The system will enforce that exactly 9 numbers are specified, and that the entry consists of only numbers, as well as the following:
 - The first three numbers cannot all be zeros (i.e. 000)
 - The fourth and fifth numbers cannot all be zeros (i.e. 00).
 - The sixth to ninth numbers cannot all be zeros (i.e. 0000).
 - The number (or the hash of the number if a query containing the numbers is not required) will be securely persisted in the database.
- The 9-digit number will be compared with the Social Security Numbers from the imported file, and if a match is found, an information message will be displayed, and the walk-up or advanced reservation attempt will be denied.
- A permission-based override of denied reservation feature will be supported. The override will include a mandatory entry for the override reason. An override record will be displayed in the reservation history.

- Once the reservation is made, if the User changes the Primary Occupant, the above SSN validation will apply.

Customer Details

- At the Call Center and the Park Location, when the contract is "KS", the 9-digit number will be masked with asterisks (or an indicator will be displayed if the hash of the number is stored) on the Customer Details page. When the contract is other than "KS", the 9-digit masked number (or indicator) will not be displayed.
- The 9-digit number will not be displayed on the Customer Profile on the Public Internet.
- Stored numbers will be available (via query only) to State staff upon request. *Note: If a query (or other output) containing the actual numbers is not required, the hash of the number will be stored instead of the actual number.*

Exhibit H

ORMS Customization

Department shall implement ORMS as is. Reasonable customization efforts related to Implementation (e.g. creation of a financial export, customization of standard reports) shall be included at no cost to Department, and will be scheduled according to resource availability and existing release schedules.

The following system customization has been separately identified as being targeted for Department conversion above and beyond items identified above:

SSN Validation

This change involves new ORMS workflows to check customer and primary occupant SSN numbers against an imported file of flagged SSN numbers ("Child Support Enforcement File") and prevent ability to make a reservation if a match is found. The specific scope of this feature is described in Attachment G.

KDWP Customer Number

This change involves exposing existing Department customer numbers in customer records and making these numbers printable/searchable/viewable as needed in the appropriate ORMS screens and workflows. Existing Department numbers will be imported as part of the one-time prelaunch data migration.

Separate discussions will be held to determine whether any additional work is needed to keep ORMS in synch with KOALS beyond this initial data migration. Continuous synching of new customer records created in KOALS with ORMS customer records, and vice versa, is not included in this customization, and would constitute a significant development effort of continuously synching customer records between two different systems.

Receipt Customization

This change involves showing transaction fees and each tax charged as separate line items in receipts, rather than showing a single line item for sum of all taxes (current receipt behavior).